

CIO COUNCIL MEETING MINUTES
November 20, 2003
COMMISSION ROOM, ADMINISTRATION BUILDING

Attendees:

Members: Smitty Locklear, Gary Zeller, Mark Hughes, Bill Golden, Mark Paxton, Mary Sue Brown, Ben McLawhorn, George Bakolia, Joe Lithgo

ITS and Other Agency Guests: Don Nattress, Paul Saksa, Chris Cline, Kathie Austin, Woody Yates, Tommy Lewis, Steve Stoneman, Ross Yannayon, Julie Batchelor, Steven Hulsey, Katherine White, Julia Nipper, Bill Kurdys (for Bob Brinson)

Vendors: Tracy Bass, Tracy Denson, Ed Pratt, Angie Harris

Scribe: Mark Hughes

Welcome/Comments: Gary Zeller welcomed everyone to the meeting. He announced Mark Hughes would take the minutes and asked that everyone initial the sign-in sheet and roster.

Minutes: The minutes of the October meeting were approved without correction.

IRMC Updates: Woody Yates gave an update on IRMC activities. Approval of the moratorium on new Web site advertising for all entities under the purview of the Commission until February 2005. IRMC approved an ITS proposal to revamp the IRMC Web Site. If anyone has suggestions for additional content on the site please send email to Amy.Edwards@ncmail.net or feel free to call her. New addition to the IRMC announced, John M. McCann, Duke University Professor Emeritus. Dr. McCann was also appointed to the e-Government committee whose next meeting is December 8th. Review of IRMC Bylaws is currently underway with the next meeting on Friday, November 21st. Revisions to NC General Statute Research Addendum are occurring. Once enhancements are in place, there will be a direct link to the statutes on the Web site. Plan for a working draft is expected at the IRMC meeting in December. The IRMC has certified new projects totaling Forty Three million dollars from January through November of this year. Small team was formed to discuss IT security training with area Universities and set a goal of scheduled training in spring 2004. Once the security training is in place focus will shift to the project management training. Wake Forest project is complete with over 90 interviews occurring in the agencies. Follow-up written survey is on the horizon requiring four hundred respondents for an appropriate sample size. Please review inclusion standards for the study, as they may need to be altered to assure appropriate number of respondents. 2004 IRMC meetings look good through June for the first Tuesday of each month. Second half of 2004 appears to be more challenging and more information will be forthcoming.

State CIO Status Report/Comments

Computer Security Day-- Sunday November 30th

“Computer Security Day” is an annual event that began in 1988. Its goal is to remind everyone who uses a computer to protect their computer and their data. This is a good time to remind agency staff that information security is important. Some of the biggest information security and privacy risks are related to poor security practices on the part of system users. This year Computer Security Day is Sunday, November 30, 2003. ITS Security Office is planning activities for ITS staff on Monday December 1, 2003.

Agency Security Assessment

The first of 3 waves of agency assessments began in mid October and will be completed around the first of December. The assessment vendors are Alphanumeric, Cii, HCS, Secure Enterprise Computing, Pomeroy, Ernst & Young, Unisys and Ciber. The Vendors have begun to turn in the individual agency reports. The PMO is working with the vendors to make sure the results are meaningful, comparable, and understandable. After the entire first wave reports are completed and analyzed by the PMO, agency-debriefing meetings will be scheduled.

Agencies in the first wave (Secretary of State, Dept of Labor, Office of State Auditor, Dept. of Administration, DENR, ITS, DHHS, DOT and Dept of Corrections) are to be commended for their efforts to meet the project schedule. We have had 100% on time participation from them!!!!!!

Agencies in the second wave (DPI, Insurance, Community Colleges, DJJDP, Crime Control, Commerce and Agriculture) should be about done gathering the information needed as their assessments begin on December second.

Background Checks for Security Liaisons

As mandated by recent legislation, I have executed the agreement with the SBI to conduct background checks for agency security liaisons. ISO staff have met with the SBI and worked out the details of the process. ISO and SBI are currently piloting the process with a sampling of agency liaisons.

Desktop Work Group

As you may have heard, the ITMAC established a work group to discuss how to use group purchasing to reduce the costs of purchasing PC's. The first meeting was held last week, with Gary Zeller representing the CIO Council. They have set an aggressive schedule, but have included time for consultation with you and with the full ITMAC as well. The next meeting of the Work Group will be held in mid-December.

Assistance in Purchasing

Over the past few months, I have worked with the Attorney General's Office to highlight the need for legal advice during the procurement process, especially for big IT purchases. The Attorney General's Office will now provide additional legal services for agency procurements, and this change in services was introduced to the Assistant

Attorneys General at a Continuing Legal Education course. On October 31st, the AG's office provided in-house procurement training for attorneys to assist them in advising agencies on procurement and contract matters.

Traditionally, the AG's Office has focused on litigation issues, making their legal advice available after a contract is in trouble. This training provided guidance to the attorneys on transactional law, including the specialty area of IT procurement. Please involve your AG legal counsel when you are developing RFPs or other contract documents.

ITS Operations Status Report/Comments

Update on New Telecommuter and Small Office Services

Rates for these services were successfully approved at the November IRMC session. ITS will now begin an analysis of all existing customers in an effort to determine which of the current customers can be migrated to the new services. For those sites that are currently deployed in a fashion that can be supported within the new service model; ITS will contact the customer and discuss migration opportunities. For customers that migrate, it will mean a reduction in service costs.

In addition to the new Remote Access rates (Telecommuter and Small Office), ITS gained approval for two hourly consulting rates: Network Analysis and Network Security. These two rates were established as a vehicle to allow customers to customize and enhance the base network and security offerings on a time and material basis.

Enterprise Contact Center

The Enterprise Contact Center experienced reliable operation during this reporting period. In addition, the engineering team started the second phase of the project – implementation of the Predictive Dialer for DOR. This phase is expected to complete in February of 2004. The engineering team also started the work with our vendor to integrate the Vantive reporting system with the ECC screen pop software for our second customer, the ITS Help Desk. .

Review of Unused Phone Lines

Completed a physical inventory of all phone lines billed to ITS that had no long distance charges associated with them. After determining which lines were either unused or no longer required, we realized a total annual savings of \$22,637.40, with an ROI of 3.3 months. Anyone interested in the process used to accomplish this, feel free to call.

Common Payment Services

Common Payment Services (CPS) processed more than 75,000 credit card and ACH transactions for the month of October. The total dollar value of these transactions was \$164M. Fiscal YTD, CPS has processed 321,000 credit card and ACH transactions with a total dollar value of more than \$582M.

BRS Hot-Site Test

Final planning is being done for the December 2003 hot-site test (12/7/03-12/10/03). Along with standard mainframe recovery operations, the recovery of several distributed systems will be tested. This will incorporate new network and security architectures and will test the new Enterprise Backup System.

Vantive Replacement

The Vantive project team met is developing a requirements document to replace the current Vantive product. ITS staff interviews are complete and agency meetings and interviews are underway. Evaluation criteria are being developed and the vendor selection committee will be defined once all interviews are completed. Delays in obtaining agency participation have put this effort one-month behind schedule; the RFP is currently scheduled for release in February 2004.

Questions/comments

Discussion on the ITMAC bulk Desktop computer purchase group. Discussion on enterprise software license purchases, will the state be addressing this issue in the near future? Yes, but it will not be an easy task. Upcoming software inventory will be helpful in this effort of identification and determination. Comment on importance to have budget offices on board, not just the CIOs. Desktop User group may stay together and look at other commodities.

TS Electronic Billing: Steve Stoneman provided handouts providing highlights and insights into the process and practice of e-billing. ITS telecom bills will be the first online with instructions to customers included in the November Bill (delivered Dec 2003). Questions regarding archive of previous bills; 3 month retention online with a request process for 4+ month old reports.

OSP: Don Nattress stated the Security and Project Manger job classes are set up and available. IT OSP advisory group needs a small agency representation from the CIO council. No term limits for participants of the advisory group. Special thank you from George Bakolia to Don for the expeditious way both the Security and PM classifications were processed and put into place.

Other Business: Gary, on behalf of Sara Joyner of the email users group; survey is coming to assist group in prioritizing enhancements to both NCMail and Calendar services. Email coordinator from each agency will be the primary contact.

Office of State Controller launched new WEB site this morning.

George Bakolia will ask Mike Fenton to share a meaningful presentation of the recent application inventory. Please provide input on other topics the CIO Council may find helpful in future presentations.

Discussion on plan to review broad banding of IT classifications and working toward that goal in the next year. Goal is to dramatically reduce the nearly two hundred IT classifications. A good model for other agencies was created from the work done in the ITS position review.

Expressed interest in hearing the Project Certification status report.

Jim Graham, former Commissioner of Agriculture passed away this morning. In remembrance, condolences go out to family and friends.

Meeting adjourned at 11:30 a.m. – No CIOC meeting in December

Next meeting is Wednesday, January 28, 2004 at 10:00am, Albert Coates Local Government Center.